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Bib Data Sheet

CONFIRMATION NO. 2060

<b>SERIAL NUMBER</b> 09/745,305	<b>FILING DATE</b> 12/21/2000 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2642	<b>ATTORNEY DOCKET NO.</b> NTL-3.2.149/3550 (12767HU)
<b>APPLICANTS</b> Peter Tavernese JR., Kings Park, NY;				
** CONTINUING DATA ***** None QHN				
** FOREIGN APPLICATIONS ***** None QHN				
<b>IF REQUIRED, FOREIGN FILING LICENSE</b> <b>GRANTED ** 02/05/2001</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance QHN Verified and Acknowledged Examiner's Signature Initials		<b>STATE OR COUNTRY</b> NY	<b>SHEETS DRAWING</b> 2	<b>TOTAL CLAIMS</b> 28  <b>INDEPENDENT CLAIMS</b> 4
<b>ADDRESS</b> COBRIN & GITTES 21 floor 750 Lexington Avenue New York ,NY 10022				
<b>TITLE</b> Customer service response system for interaction with customer service agents				
<b>FILING FEE RECEIVED</b> 934	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	